

# ITIL-4-Practitioner-Deployment-Management study materials: ITIL 4 Practitioner: Deployment Management & ITIL-4-Practitioner-Deployment-Management test simulate material



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## Peoplecert ITIL-4-Practitioner-Deployment-Management Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>Roles and competencies: This section of the exam measures the skills of a Change Implementation Lead and focuses on identifying essential roles within Deployment Management and the competencies needed to perform them effectively. It explores how to position deployment responsibilities within an organization and what skill sets are necessary to ensure deployment tasks are carried out successfully.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>The ITIL Capability model: This section of the exam measures the skills of a Service Transition Manager and introduces how capability criteria contribute to developing and maturing Deployment Management practices. It focuses on aligning organizational capabilities with ITIL best practices to maintain consistency, quality, and effectiveness in service transitions.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>Practice success: This section of the exam measures the skills of a Change Implementation Lead and explains how to achieve success with Deployment Management through the application of ITIL guiding principles. It focuses on strategies that help establish a robust and value-driven deployment approach that aligns with business objectives and delivers measurable outcomes.</li> </ul>

Topic 4	<ul style="list-style-type: none"> <li>Practice success factors: This section of the exam measures the skills of a Change Implementation Lead and focuses on understanding practice success factors and the core metrics used to evaluate deployment effectiveness. It emphasizes the importance of tracking efficiency and success in service deployment and how these metrics help improve the overall stability and agility of the service transition process.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>Practice processes: This section of the exam measures the skills of a Service Transition Manager and delves into the key processes that shape Deployment Management. It outlines how these processes and activities can be aligned with the organization's value stream to ensure that deployments are well-planned, coordinated, and delivered without disrupting existing services.</li> </ul>
Topic 6	<ul style="list-style-type: none"> <li>Information and technology: This section of the exam measures the skills of a Service Transition Manager and explores how technology and information systems support deployment activities. It covers how tools and digital platforms can enhance the planning, tracking, and execution of deployment efforts, ultimately contributing to more reliable and streamlined service rollouts.</li> </ul>

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## Peoplecert ITIL 4 Practitioner: Deployment Management Sample Questions (Q17-Q22):

### NEW QUESTION # 17

[Understand the Key Concepts of Deployment Management]

An IT service provider is using continuous integration and is considering the introduction of continuous delivery. Which is a benefit of this proposed change for the service provider?

- A. Code is tested iteratively and frequently
- B. Developers spend less time fixing issues in their code
- C. Users experience changes which are smaller and more frequent
- D. Deployments of software builds are scripted to allow for automation

**Answer: C**

Explanation:

Continuous delivery (CD) in ITIL 4 extends continuous integration (CI) by ensuring that every validated change is ready for deployment to production, enabling smaller and more frequent releases. The key benefit for users is that they experience changes which are smaller and more frequent (Option D), reducing risk, improving feedback cycles, and delivering value faster.

Option A (Developers spend less time fixing issues in their code): Incorrect, as while CD may reduce some issues through automation, this is not its primary benefit, and CI already includes frequent testing to catch issues early.

Option B (Code is tested iteratively and frequently): Incorrect, as iterative and frequent testing is a feature of continuous integration, not a new benefit introduced by continuous delivery.

Option C (Deployments of software builds are scripted to allow for automation): Incorrect, as scripting and automation are part of both CI and CD pipelines, not a unique benefit of introducing CD.

Option D (Users experience changes which are smaller and more frequent): Correct, as CD enables rapid, incremental releases to production, directly benefiting users with faster and less disruptive updates.

### NEW QUESTION # 18

[Apply Deployment Management Processes]

What should be done if a newly developed deployment model cannot be tested for technical reasons?

- A. Carry out test deployments to see if the model works correctly
- B. Automate the activities of the new model before it is used
- C. Only use the new model after a way to test it has been found
- **D. Closely monitor the first few uses of the new model**

**Answer: D**

Explanation:

When a newly developed deployment model cannot be tested due to technical limitations, ITIL 4 emphasizes a risk-based approach to deployment management to ensure stability and minimize disruption. Option C, closely monitoring the first few uses of the new model, aligns with ITIL 4's guidance to proceed cautiously when full testing is not feasible. This approach allows the organization to deploy the model in a controlled environment, observe its performance, and quickly address any issues, thereby reducing risk while gathering real-world data.

Option A (Only use the new model after a way to test it has been found): While testing is ideal, delaying deployment indefinitely until a testing method is found may not be practical, especially if business needs require timely deployment. This option is overly restrictive and does not balance risk with operational demands.

Option B (Carry out test deployments to see if the model works correctly): Conducting test deployments assumes testing is possible, which contradicts the question's premise that testing cannot be done for technical reasons. This makes the option invalid.

Option C (Closely monitor the first few uses of the new model): This is the most pragmatic approach, as it allows deployment with safeguards like monitoring to mitigate risks, aligning with ITIL's focus on value delivery and risk management.

Option D (Automate the activities of the new model before it is used): Automating an untested model could amplify risks, as automation without validation may propagate errors across environments.

### NEW QUESTION # 19

[Apply Deployment Management Processes]

What should the organization keep in mind when planning improvements to deployment models?

- A. User resistance to updates is not a relevant factor to consider when designing deployment models
- **B. Deployment model updates should consider inefficient processes**
- C. The impact of deployed software should not be considered when designing these models
- D. The same deployment approach should be used for deployments of similar size

**Answer: B**

Explanation:

ITIL 4 emphasizes continual improvement in deployment management, which includes identifying and addressing inefficiencies in deployment models to enhance performance, reliability, and value delivery. Option D directly aligns with this principle by focusing on streamlining inefficient processes during model updates.

Option A (The impact of deployed software should not be considered when designing these models): Incorrect, as ITIL 4 stresses that the impact of deployments on services, users, and the organization is a critical consideration to ensure value and minimize disruption.

Option B (User resistance to updates is not a relevant factor to consider when designing deployment models): Incorrect, as user experience and acceptance are key factors in ITIL 4's value co-creation model, and resistance must be addressed to ensure successful deployments.

Option C (The same deployment approach should be used for deployments of similar size): Incorrect, as ITIL 4 advocates for context-specific deployment models tailored to the unique needs of each service or environment, not a one-size-fits-all approach.

Option D (Deployment model updates should consider inefficient processes): Correct, as improving deployment models involves analyzing current processes, identifying bottlenecks or waste, and optimizing workflows to deliver greater value.

### NEW QUESTION # 20

[Measure and Improve Deployment Management]

Which capability criterion should be used to assess if the organization is succeeding in increasing the capability level of its deployment management practice by maintaining an effective deployment approach?

- A. Deployment rules are integrated with policies and rules for changes and releases

- B. Deployments include required technologies and information flows
- **C. New and changed services and service components are successfully deployed**
- D. Deployments are supported by relevant competences

**Answer: C**

Explanation:

ITIL 4 defines capability levels based on outcomes and value delivery, with higher levels indicating reliable and effective practices. To assess whether an organization is increasing its deployment management capability by maintaining an effective approach, the key criterion is whether new and changed services and service components are successfully deployed (Option A). This outcome-focused measure directly indicates the practice's reliability and alignment with organizational goals.

Option A (New and changed services and service components are successfully deployed): Correct, as successful deployments are the primary indicator of an effective deployment management practice, reflecting capability maturity in ITIL 4.

Option B (Deployments are supported by relevant competences): Incorrect, as while competences are important, they are a supporting factor, not the primary criterion for assessing capability outcomes.

Option C (Deployments include required technologies and information flows): Incorrect, as having the right technologies is a prerequisite, not a direct measure of deployment success or capability.

Option D (Deployment rules are integrated with policies and rules for changes and releases): Incorrect, as integration with other practices supports deployment but is not the key indicator of capability compared to actual deployment success.

## NEW QUESTION # 21

[Measure and Improve Deployment Management]

An IT service manager is analyzing a value stream that is used to deploy new and changed services. The manager has interviewed many staff and has identified all the workflow steps. The manager is now evaluating the workflow steps so that they can plan improvements. Which activity should the manager carry out as part of this evaluation?

- **A. Establish what value is created in each workflow step**
- B. Define an ideal series of workflow steps for the future
- C. Identify wasteful steps that could be eliminated
- D. Collect data about what happens in each workflow step

**Answer: A**

Explanation:

ITIL 4's value stream analysis focuses on understanding the contribution of each step to overall value delivery to identify improvement opportunities. When evaluating workflow steps, the manager should establish what value is created in each step (Option D), as this provides the foundation for assessing whether steps are necessary, effective, or aligned with organizational goals. Option A (Collect data about what happens in each workflow step): Incorrect, as data collection is part of identifying steps (already done, per the question), not evaluating their value.

Option B (Identify wasteful steps that could be eliminated): Incorrect, as identifying waste is a subsequent action that depends on first understanding the value of each step.

Option C (Define an ideal series of workflow steps for the future): Incorrect, as defining future steps is part of planning improvements, not evaluating current steps.

Option D (Establish what value is created in each workflow step): Correct, as evaluating value per step is critical to understanding the stream's effectiveness and prioritizing improvements, per ITIL 4.

## NEW QUESTION # 22

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